

36547

**DEPARTMENT OF PUBLIC HEALTH
CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND
RETENTION SERVICES CONTRACT**

Amendment No. 1

THIS AMENDMENT is made and entered into on Jun 26, 2023,

by and between

COUNTY OF LOS ANGELES
(hereafter "County"),

and

CITY OF LONG BEACH DEPARTMENT
OF HEALTH AND HUMAN SERVICES
(hereafter "Contractor").

WHEREAS, reference is made to that certain document entitled "CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION SERVICES CONTRACT," dated March 3, 2023, and further identified as Contract No. PH-004979, and any Amendments thereto (all hereafter "Contract"); and

WHEREAS, on September 13, 2022, the County Board of Supervisors delegated authority to the Director of the Department of Public Health ("Public Health"), or designee, to execute amendments to the Contract; and

WHEREAS, it is the intent of the parties hereto to amend the Contract to increase the maximum obligation of County for additional services, and make other hereafter designated changes; and

WHEREAS, said Contract provides that changes may be made in the form of a written amendment which is formally approved and executed by the parties; and

WHEREAS, Contractor warrants that it possesses the competence, expertise, and personnel necessary to provide services consistent with the requirements of this Contract and consistent with the professional standard of care for these services.

NOW, THEREFORE, the parties hereto agree to the following:

1. This Amendment is hereby incorporated into the original Contract, and all of its terms and conditions, including capitalized terms defined herein, shall be given full force and effect as if fully set forth therein.

2. This Amendment shall be effective upon execution for the period of October 1, 2022, through June 30, 2025.

3. Exhibit B is deleted in its entirety and replaced with Exhibit B-1, Scope of Work, attached hereto and incorporated herein by reference. All references in the Contract to Exhibit B shall be deemed amended to state Exhibit B-1.

4. Exhibit C-1 is deleted in its entirety and replaced with Exhibit C-1.1, Budget, attached hereto and incorporated herein by reference. All references in the Contract to Exhibit C-1 shall be deemed amended to state Exhibit C-1.1.

5. Exhibit C-2 is deleted in its entirety and replaced with Exhibit C-2.1, Budget, attached hereto and incorporated herein by reference. All references in the Contract to Exhibit C-2 shall be deemed amended to state Exhibit C-2.1.

6. Exhibit C-3 is deleted in its entirety and replaced with Exhibit C-3.1, Budget, attached hereto and incorporated herein by reference. All references in the Contract to Exhibit C-3 shall be deemed amended to state Exhibit C-3.1.

7. Exhibit K, Notice of Federal Subaward Information, attached hereto and incorporated herein by reference, shall be added to the Contract.

8. Paragraph 3, DESCRIPTION OF SERVICES, Subparagraph D, is added to read as follows:

“D. Federal Award Information for this Contract is detailed in Exhibit K, Notice of Federal Subaward Information, attached hereto and incorporated herein by reference.”

9. Paragraph 5, MAXIMUM OBLIGATION OF COUNTY, is deleted in its entirety and replaced as follows:

5. MAXIMUM OBLIGATION OF COUNTY:

A.1 For the period of October 1, 2022, through June 30, 2023, the maximum obligation of County for all services provided hereunder shall not exceed one hundred ten thousand, three hundred thirteen dollars (\$110,313), as set forth in Exhibit C-1.1, attached hereto and incorporated herein by reference.

A.2 For the period of July 1, 2023, through June 30, 2024, the maximum obligation of County for all services provided hereunder shall not exceed one hundred forty-seven thousand, eighty-five dollars (\$147,085), as set forth in Exhibit C-2.1, attached hereto and incorporated herein by reference.

A.3 For the period of July 1, 2024, through June 30, 2025, the maximum obligation of County for all services provided hereunder shall not exceed one hundred forty thousand, three hundred ninety-nine dollars (\$140,399), as set forth in Exhibit C-3.1, attached hereto and incorporated herein by reference.

B. Contractor will not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of Contractor's duties, responsibilities, or obligations, or performance of same by person or entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, must not occur except with the County's express prior written approval.

C. Contractor must maintain a system of record keeping that will allow it to determine when it has incurred seventy-five percent (75%) of the total maximum obligation under this Contract. Upon occurrence of this event, Contractor must send written notification to the Department at the address herein provided under the NOTICES Paragraph.

D. No Payment for Services Provided Following Expiration/Termination of Contract: Contractor will have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by Contractor after the expiration or other termination of this Contract. Should Contractor receive any such payment it must immediately notify County and must immediately repay all such funds to County. Payment by County for services rendered after expiration/termination of this Contract will not constitute a waiver of

County's right to recover such payment from Contractor. This provision will survive the expiration or other termination of this Contract."

10. Paragraph 19, CONSTRUCTION, is deleted in its entirety.
11. Paragraph 30, COMPLIANCE WITH CIVIL RIGHTS LAW, is deleted in its entirety and replaced as follows:

"30. COMPLIANCE WITH CIVIL RIGHTS LAW: Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person will, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract."

Additionally, Contractor certifies to the County:

1. That Contractor has a written policy statement prohibiting discrimination in all phases of employment.
2. That Contractor periodically conducts a self-analysis or utilization analysis of its work force.
3. That Contractor has a system for determining if its employment practices are discriminatory against protected groups.

4. Where problem areas are identified in employment practices, Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.

Contractor shall comply with Exhibit D – Contractor’s EEO Certification.”

12. Paragraph 36, CONSIDERATION OF HIRING GAIN/GROW PARTICIPANTS, is deleted in its entirety and replaced as follows:

“36. CONSIDERATION OF HIRING GAIN/GROW PARTICIPANTS:

A. Should Contractor require additional or replacement personnel after the effective date of this Contract, Contractor will give consideration for any such employment openings to participants in the County’s Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet Contractor’s minimum qualifications for the open position(s). The County will refer GAIN/GROW participants by job category to Contractor. Contractor must report all job openings with job requirements to: GAINGROW@DPSS.LACOUNTY.GOV and BSERVICES@WDACS.LACOUNTY.GOV; and DPSS will refer qualified GAIN/GROW job candidates.

B. In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County

employees must be given first priority.”

13. Paragraph 40, COUNTY’S QUALITY ASSURANCE PLAN, is deleted in its entirety and replaced as follows:

“40 COUNTY'S QUALITY ASSURANCE PLAN: County or its agent(s) will monitor Contractor's performance under this Contract on not less than an annual basis. Such monitoring will include assessing Contractor's compliance with all Contract terms and performance standards. Contractor deficiencies which County determines are significant, or continuing, and that may place performance of the Contract in jeopardy if not corrected, will be reported to the Board of Supervisors and listed in the appropriate contractor performance database. The report to the Board will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other penalties as specified in this Contract.”

14. Paragraph 50, CONTRACTOR PERFORMANCE DURING CIVIL UNREST OR DISASTER, is deleted in its entirety and replaced as follows:

“50 FORCE MAJEURE:

- A. Neither party will be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other

than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this paragraph as "force majeure events").

B. Notwithstanding the foregoing, a default by a subcontractor of contractor will not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor will not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit contractor to meet the required performance schedule. As used in this subparagraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

C. In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event."

15. Paragraph 55, NONDISCRIMINATION IN SERVICES, is deleted in its entirety and replaced as follows:

“55. NONDISCRIMINATION AND AFFIRMATIVE ACTION:

- A. Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and State anti-discrimination laws and regulations.
- B. Contractor certifies to the County each of the following:
1. Contractor has a written policy statement prohibiting discrimination in all phases of employment.
 2. That Contractor periodically conducts a self-analysis or utilization analysis of its work force.
 3. That Contractor has a system for determining if its employment practices are discriminatory against protected groups.
 4. Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.

- C. Contractor must take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and State anti-discrimination laws and regulations. Such action must include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- D. Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- E. Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies will comply with all applicable federal and State laws and regulations to the end that no person will, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise

subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.

- F. Contractor will allow County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph (Nondiscrimination and Affirmative Action) when so requested by the County.
- G. If the County finds that any provisions of this Paragraph (Nondiscrimination and Affirmative Action) have been violated, such violation will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that the contractor has violated Federal or State anti-discrimination laws or regulations will constitute a finding by the County that the contractor has violated the anti-discrimination provisions of this Contract.
- H. The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Contract, the County will, at its sole option, be entitled to the sum of five hundred

dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.”

16. Paragraph 56, NONDISCRIMINATION IN EMPLOYMENT, is deleted in its entirety.
17. Paragraph 64, PUBLIC RECORDS ACT, is deleted in its entirety and replaced as follows:

“64. PUBLIC RECORDS ACT:

- A. Any documents submitted by Contractor; all information obtained in connection with the County’s right to audit and inspect the Contractor’s documents, books, and accounting records pursuant to the RECORD RETENTION AND AUDITS Paragraph of this Contract; as well as those documents which were required to be submitted in response to the solicitation process for this Contract, become the exclusive property of the County. All such documents become a matter of public record and will be regarded as public records. Exceptions will be those elements in the California Government Code Section 7921.000 et seq. (Public Records Act) and which are marked “trade secret,” “confidential,” or “proprietary.” The County will not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if

disclosure is required by law, or by an order issued by a court of competent jurisdiction.

- B. In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret," "confidential," or "proprietary," Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act."

- 18. Paragraph 74, TERMINATION FOR DEFAULT, is deleted in its entirety and replaced as follows:

"74. TERMINATION FOR DEFAULT: The County may, by written notice to Contractor, terminate the whole or any part of this Contract, if, in the sole judgement of County's Project Director:

- A. Contractor has materially breached this Contract; or
- B. Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or
- C. Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five working days (or such longer period as the County may

authorize in writing) after receipt of written notice from the County specifying such failure.

In the event that the County terminates this Contract in whole or in part as provided hereinabove, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. Contractor will be liable to the County, for such similar goods and services. Contractor will continue the performance of this Contract to the extent not terminated under the provisions of this paragraph.

Except with respect to defaults of any subcontractor, Contractor will not be liable for any such excess costs of the type identified in the Paragraph hereinabove if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both Contractor and any subcontractor, and without the

fault or negligence of either of them, the contractor will not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this paragraph, the term "subcontractor(s)" means subcontractor(s) at any tier.

If, after the County has given notice of termination under the provisions of this paragraph, it is determined by the County that Contractor was not in default under the provisions of this paragraph or that the default was excusable under the provisions hereinabove, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to the Paragraph entitled TERMINATION FOR CONVENIENCE, herein.

The rights and remedies of County provided in this Paragraph will not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.”

19. Paragraph 80, UNLAWFUL SOLICITATION, is delete in its entirety.
20. Paragraph 87, INJURY AND ILLNESS PREVENTION PROGRAM, is

added to read as follows:

“87. INJURY AND ILLNESS PREVENTION PROGRAM:

Contractor will be required to comply with the State of California’s Cal OSHA’s regulations. California Code of Regulations Title 8 Section 3203 requires all California employers to establish,

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Contract to be subscribed by its Director of Public Health, and Contractor has caused this Contract to be subscribed in its behalf by its duly authorized officer, the day, month, and year first above written.

COUNTY OF LOS ANGELES

By Barbara Ferrer
Barbara Ferrer (Jun 26, 2023 15:30 PDT)
Barbara Ferrer, Ph.D., M.P.H., M.Ed.
Director

CITY OF LONG BEACH DEPARTMENT
OF HEALTH AND HUMAN SERVICES
Contractor

By Thomas B. Modica
Signature
Thomas B. Modica
Printed Name
Title City Manager

EXECUTED PURSUANT
TO SECTION 301 OF
THE CITY CHARTER.

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
DAWYN HARRISON
County Counsel

APPROVED AS TO FORM
6-13, 2023
DAWN MCINTOSH, City Attorney
By [Signature]
ANITA LAKHANI
DEPUTY CITY ATTORNEY

APPROVED AS TO CONTRACT
ADMINISTRATION:

Department of Public Health

By Karen Buehler
Karen Buehler (Jun 26, 2023 09:47 PDT)
Contracts and Grants Division Management

DA#06856:at

Scope of Work
Children’s Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

Goal: To increase access to health care by assisting children, families, and individuals in Los Angeles County to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by Public Health.

Contractor: City of Long Beach Department of Health and Human Services
Target Service Area: City of Long Beach

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>1.1 OUTREACH</p> <p>By June 30, 2023, Contractor shall successfully engage a minimum of 741 of the target population through outreach/in-reach contact.</p> <p>By June 30, 2024, Contractor shall successfully engage a minimum of 987 of the target population through outreach/in-reach contact.</p> <p>By June 30, 2025, Contractor shall successfully engage a minimum of 942 of the target population through outreach/in-reach contact.</p> <p>“<u>Successfully engaged</u>” is defined as having documented agency outreach contacts (see: Implementation Activities 1.1d and Methods of Evaluating Objectives 1.1c)</p> <p>An “outreach or in-reach contact” is defined as speaking directly either in person or by telephone with a client or potential client(s) for at least eight (8) minutes to publicize available health care options and services. Outreach contacts may include education, promotion, presentations, and informational activities and may be to individuals or groups of people who may be clients, potential clients or personnel with access to potential clients (school staff, WIC sites, CBO staff, etc.). Contractor must ensure to not limit outreach activities within own agency/clinic but rather provide appropriate comprehensive outreach efforts outside of own agency to ensure that proposed geographic areas/SPA(s) are targeted accordingly and maximize all outreach opportunities to low-income families and their children.</p>	<p>1.1a Develop, or review and revise, outreach protocol including: outreach contact forms/event summary sheets, sign-in sheets, and educational materials. Outreach and educational materials shall be culturally and linguistically appropriate and include information regarding Medi-Cal, Healthy Kids and other no or low-cost health programs. Submit to County of Los Angeles Department of Public Health (Public Health) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct outreach at events, (e.g., presentations, fairs, etc.), and complete event summaries. Event summaries to include site, date, name of outreach worker(s), flyers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach (e.g., telephone outreach, walk-ins, etc) and maintain contact documentation including but not limited to: sites, dates, name of outreach worker(s), number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into Community Health Outreach Initiative (CHOI) database.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>1.1a Public Health letters of approval and materials will be kept on file.</p> <p>1.1b Documents will be kept on file and summary of events will be submitted with monthly reports to Public Health</p> <p>1.1c Completed documents will be kept on file and number of participants will be reported to Public Health in monthly reports.</p> <p>1.1d Completed documentation will be kept on file and number of participants will be reported to Public Health in monthly reports.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p>

Scope of Work
Children’s Health Coverage: Outreach, Enrollment and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>2.1 APPLICATION ASSISTANCE</p> <p>Contractor will complete applications for Medi-Cal, Healthy Kids and other no/low-cost plans. Contractor and subcontractor will also provide clients with screening and referrals to appropriate health programs or health agencies for substance abuse disorder services; mental health services; and federally eligible Medi-Cal enrollees.</p> <p><u>By June 30, 2023</u>, complete applications for a minimum of 462 clients.</p> <p><u>By June 30, 2024</u>, complete applications for a minimum of 516 clients.</p> <p><u>By June 30, 2025</u>, completed applications for a minimum of 588 clients.</p> <p>“Completed applications” is defined as assisting clients to fill out health insurance applications line-by-line, through in-person, telephone assistance or electronic submission. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were unsuccessfully completed by another agency or DPSS.</p> <p>“Referrals” are defined as referring clients in person or by telephone for services to other health programs (i.e. Healthy Way LA, CCS, Community Partners, Health Benefit Exchange, Public Health, early detection programs, legal services for health issues, substance abuse disorder services, mental health services, federal Medi-Cal, etc.). Does not include referrals for shelter, food, and other non-direct medical needs.</p>	<p>2.1a Develop, or review and revise, enrollment protocol. Submit to Public Health for approval.</p> <p>2.1b Conduct enrollment activities utilizing Public Health approved client intake form.</p> <p>2.1c Enter data from Public Health approved forms into CHOI data system utilizing appropriate codes.</p> <p>2.1d Develop, or review and revise, referral protocol and submit to Public Health for approval.</p> <p>2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form or appropriate Public Health approved forms.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>2.1a Public Health letters of approval and materials will be on file.</p> <p>2.1b Completed materials (i.e., client intake and enrollment documents) will be kept on file and number of participants documented in monthly reports to Public Health. Printed documents of electronically submitted applications will be made available upon Public Health request.</p> <p>2.1c For monthly reports, Public Health data system will be queried to generate number of applications submitted.</p> <p>2.1d Public Health letters of approval on file.</p> <p>2.1e Maintain client intake forms with services/program referral information.</p>

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>2.2 By June 30, 2025, Contractor will have annually investigated enrollment status within three months of application completion date on a minimum of 100% of clients for whom agency assisted with or facilitated applications as measured in Objective 2.1.</p> <p>"<u>Investigated enrollment status</u>" is defined as: 1) attempted contact with clients within three months of application completion date to find out whether or not client has received insurance card; or, 2) checking status with appropriate insurer through telephone or computer (e.g. MEDS/AEVS/IVR/IEVS). This objective documents agency effort to ascertain enrollment status. A minimum of three (3) attempted calls must be made and documented unless successful contact has been made.</p>	<p>2.2a Develop, or review and revise, enrollment verification protocol. Submit to Public Health for approval.</p> <p>2.2b Conduct enrollment verification and troubleshooting using Public Health approved enrollment verification and troubleshooting forms.</p> <p>2.2c Enter data from Public Health approved forms into CHOI data system.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>2.2a Letter(s) of Public Health approval and materials will be kept on file.</p> <p>2.2b Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.2c Public Health data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to Public Health.</p>
<p>2.3 By June 30, 2025, Contractor will have annually confirmed enrollment on 75% of client applications assisted with or facilitated by Contractor and subcontractors as measured in Objective 2.1.</p> <p>This objective documents enrollment outcome.</p> <p>"<u>Confirmed enrollment</u>" is defined as: 1) client has stated that they received notification from insurer or 2) appropriate insurer or computer system has verified that client has been successfully enrolled.</p>	<p>2.3a Document dates of enrollment follow-up and enrollment status on enrollment verification and troubleshooting form.</p> <p>2.3b Enter data from Public Health approved forms into CHOI database</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b CHOI data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to Public Health.</p>

Scope of Work
Children’s Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>3.1 TROUBLESHOOTING ASSISTANCE</p> <p>Contractor will provide ongoing assistance to clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <p><u>By June 30, 2023</u>, provide ongoing assistance to 640 clients.</p> <p><u>By June 30, 2024</u>, provide ongoing assistance to 853 clients.</p> <p><u>By June 30, 2025</u>, provide ongoing assistance to 814 clients.</p> <p>"Ongoing assistance" is defined as in-depth troubleshooting or problem solving designed to help clients overcome barriers to health insurance enrollment, utilization, or retention. Assistance may be provided to: 1) clients who originally applied with Contractor; or, 2) clients who submitted applications with another agency or DPSS but have requested assistance from Contractor. A minimum of three (3) attempted calls must be made and documented unless successful contact has been made.</p>	<p>3.1a Develop, or review and revise, utilization protocol and submit to Public Health for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from Public Health approved forms into CHOI database.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>3.1a Letter(s) of Public Health approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to Public Health.</p> <p>3.1c CHOI database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to Public Health.</p>

Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

<p>3.2 By June 30, 2025, Contractor will annually offer utilization assistance at 4-6 months to 70% of clients whose applications were assisted or facilitated by Contractor and subcontractors in Objective 2.1 and were confirmed enrolled.</p> <p>"Offer utilization assistance" is defined as attempting to contact 100% of clients and making successful contact with 70% of clients either in-person or by telephone to determine whether benefits have been utilized.</p>	<p>3.2a Develop, or review and revise, utilization protocol and submit to Public Health for approval.</p> <p>3.2b Conduct utilization assistance and document results on utilization forms using the appropriate codes.</p> <p>3.2c Enter data from Public Health approved utilization forms into Public Health CHOI database.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>3.2a Letter(s) of Public Health approval and materials will be kept on file.</p> <p>3.2b Completed forms will be kept on file and number of participants will be documented in monthly reports to Public Health.</p> <p>3.2c Public Health data system will be queried to generate number of clients offered utilization assistance at 4-6 months in monthly reports submitted to Public Health.</p>
<p>4.1 By June 30, 2025, annually, Contractor and will offer redetermination assistance at 11-12 months to 65% of clients whose applications were assisted or facilitated by Contractor and subcontractors in Objective 2.1 and were confirmed enrolled.</p> <p>"Offer redetermination assistance" is defined as attempting to contact 100% of clients and making successful contact with 65% of clients either in-person or by telephone to determine whether redetermination assistance is desired. A minimum of three (3) attempted calls must be made and documents unless successful contact has been made.</p>	<p>4.1a Develop, or review and revise, redetermination protocol and submit to Public Health for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination forms using the appropriate codes.</p> <p>4.1c Enter data from Public Health approved redetermination forms into CHOI database.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>4.1a Letter(s) of Public Health approval and materials will be kept on file.</p> <p>4.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to Public Health via CHOI database.</p> <p>4.1c CHOI data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to Public Health.</p>

Scope of Work
Children’s Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>4.2 REDETERMINATION ASSISTANCE By June 30, 2025, Contractor will provide redetermination assistance to:</p> <ol style="list-style-type: none"> 1. Clients who submitted their original application elsewhere, but have requested redetermination assistance from Contractor and/or Contractor and have already renewed that coverage at least once since their original enrollment confirmation date. 2. Clients who submitted their original application with the Contractor and have already renewed that coverage at least once since their original enrollment confirmation date. <p><u>By June 30, 2023</u>, Contractor will provide redetermination and renewal assistance to 254 clients needing assistance with their renewal/ redetermination documents.</p> <p><u>By June 30, 2024</u>, Contractor will provide redetermination and renewal assistance to 437 clients needing assistance with their renewal/ redetermination documents.</p> <p><u>By June 30, 2025</u>, Contractor will provide redetermination and renewal assistance to 417 clients needing assistance with their renewal/ redetermination documents.</p> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification/renewal paperwork.</p>	<p>4.2a Conduct redetermination assistance and document on Public Health approved Intake Form into CHOI database.</p> <p>4.2b Enter data from CHOI approved Intake Form into CHOI database data system.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>4.2a Completed forms will be kept on file.</p> <p>4.2b CHOI data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to Public Health.</p>

Scope of Work
Children’s Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>5.1 By June 30, 2025, annually, Contractor and will have a minimum of 65% retention rate at 14 months for a sample of clients who submitted applications and were confirmed enrolled (Objective 2.1)</p> <p>“Retention rate” is defined as the number of clients who are still enrolled 14 months after submission of application. “Sample” is defined as a subset of clients who applied over a defined period (month and guidelines to be determined by Public Health) who are contacted by Contractor 14 months later to determine enrollment status.</p>	<p>5.1a Develop, or review and revise, retention protocol. Submit to Public Health for approval</p> <p>5.1b Conduct retention activities and document results on retention verification documents.</p> <p>5.1c Submit data from retention verification documents to Public Health.</p>	<p>10/1/22-6/30/25</p> <p>Public Health will determine the date to conduct the 14-month Retention Survey</p>	<p>5.1a Letters of Public Health approved materials will be kept on file.</p> <p>5.1b Completed retention verification document will be kept on file and results submitted to Public Health as required.</p> <p>5.1c Public Health will compute contractor retention rate and report summary of results to Contractor.</p>
<p>6.1 By June 30, 2025, annually, Contractor and will enter data on program participants into CHOI database system to monitor, facilitate, and evaluate health insurance enrollment and retention.</p> <p><i>Please note: For clients assisted through various funds, Contractor will enter data in the CHOI database system under the appropriate Funding Sources.</i></p> <p>“Enter data” is defined as directly entering required data elements into the Public Health web-based data system available to all contractors.</p>	<p>6.1a Contractor and subcontractors will install any necessary computer hardware or software in order to access the Internet.</p> <p>6.1b Ensure that appropriate staff are trained on data entry AND participate in all Public Health required and uninitiated data meetings, updates, and discussions.</p> <p>6.1c Enter data into CHOI database.</p> <p>6.1d Run monthly report and send signed copy to Public Health.</p> <p>6.1e Ensure Public Health-approved latest forms and documents are utilized and on file.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>6.1a Contractor will demonstrate the ability to access the Internet.</p> <p>6.1b Documentation of training and issuance of username and password for data input.</p> <p>6.1c CHOI Database</p> <p>6.1d Maintain copies of signed monthly reports on file.</p> <p>6.1e Maintain latest forms and documents on file.</p>

Scope of Work
Children’s Health Coverage: Outreach, Enrollment and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>7.1 By June 30, 2025, annually, Contractor will ensure that 100% of enrollment staff, including staff at subcontracting agencies, are fully trained to provide outreach, enrollment, utilization, and retention services.</p> <p>“Fully trained” is defined as participation in Public Health required and approved trainings and any pertinent programmatic updates for staff providing services. Additional Public Health process trainings (e.g., Public Health forms and data system updates) may be required as necessary.</p>	<p>7.1a Attend all required Public Health approved trainings. A list of required trainings will be provided to Contractor by Public Health.</p> <p>7.1b Contractor and subcontractors’ enrollment staff shall attend update trainings for new or changed initiatives/programs as required or at a minimum, every 2 years.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>7.1a Maintain certificates of attendance in employee files. Document names of new staff attending the required trainings in the monthly reports to Public Health.</p> <p>7.1b Maintain certificates of attendance in employee files. Document names of staff attending updated trainings in the monthly reports to Public Health.</p>
<p>8.1 By June 30, 2025, annually, Contractor will participate in a minimum of 80% of the convened contractor meetings.</p> <p>“Participate” is defined as attendance by at least one representative from the contracting agency.</p>	<p>8.1 Attend Contractors’ meetings.</p>	<p>10/1/22-6/30/25</p>	<p>8.1 Document names of individuals attending monthly Contractor meeting in monthly reports to Public Health.</p>

Scope of Work
Children’s Health Coverage: Outreach, Enrollment, Utilization and Retention Services
Medi-Cal Health Enrollment Navigators Project
Period: October 1, 2022 – June 30, 2025

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>9.1 By June 30, 2025, annually, Contractor will support, implement, and participate in 100% of the outreach, enrollment, utilization, and retention required evaluation activities including assisting in routine and/or piloted data and tracking projects related to the CHOI data system or other electronic application submission system(s).</p>	<p>9.1a Contractor and subcontractors’ staff shall work with Public Health for compilation of data, review of outreach efforts, and tracking subcontractors’ activities and special projects.</p> <p>9.1b Contractor and subcontractors’ staff shall attend Public Health training on CHOI data system and other electronic application submission system(s) implemented in Los Angeles County.</p> <p>9.1c Contractor and subcontractors’ staff shall utilize CHOI data system and work with Public Health to identify implementation barriers.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file.</p> <p>9.1b Document attendance in monthly reports submitted to Public Health</p> <p>9.1c Document utilization and participation in monthly reports submitted to Public Health.</p>
<p>10.1 By June 30, 2025, annually, Contractor and subcontractors will conduct 100% of Quality Improvement Plan (QIP) Activities</p>	<p>10.1a Develop, or review and revise, a QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services.</p> <p>10.1b Conduct QIP activities.</p>	<p>10/1/22-6/30/25</p> <p>10/1/22-6/30/25</p>	<p>10.1a Submit QIP to Public Health for approval. Letter of QIP approval will be maintained on file.</p> <p>10.1b Document QIP activities in monthly reports to Public Health.</p>

SCHEDULE

CITY OF LONG BEACH DEPARTMENT OF HEALTH & HUMAN SERVICES**CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION SERVICES****MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT**

	<u>Budget Period</u> October 1, 2022 through <u>June 30, 2023</u>
Full-Time Salaries	\$ 63,371
Employee Benefits @ 50%	\$ 31,685
Total Full-Time Salaries and Employee Benefits	\$ 95,056
Part-Time Salaries	\$ 0
Employee Benefits @ %	\$ 0
Total Part-Time Salaries and Employee Benefits	\$ 0
Total Salaries and Employee Benefits	\$ 95,056
Operating Expenses	\$ 2,035
Technology Services Expenses	\$ 6,885
Indirect Cost @ 10% of Salaries	\$ 6,337
TOTAL PROGRAM BUDGET	\$ 110,313

SCHEDULE

CITY OF LONG BEACH DEPARTMENT OF HEALTH & HUMAN SERVICESCHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION
SERVICES

MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT

	<u>Budget Period</u> July 1, 2023 through <u>June 30, 2024</u>
Full-Time Salaries	\$ 81,180
Employee Benefits @ 57.499%	\$ 46,678
Total Full-Time Salaries and Employee Benefits	\$ 127,858
Part-Time Salaries	\$ 0
Employee Benefits @ %	\$ 0
Total Part-Time Salaries and Employee Benefits	\$ 0
Total Salaries and Employee Benefits	\$ 127,858
Operating Expenses	\$ 1,929
Technology Services Expenses	\$ 9,180
Indirect Cost @ 10% of Salaries	\$ 8,118
TOTAL PROGRAM BUDGET	\$ 147,085

SCHEDULE

CITY OF LONG BEACH DEPARTMENT OF HEALTH & HUMAN SERVICESCHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION
SERVICES

MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT

	<u>Budget Period</u> July 1, 2024 through <u>June 30, 2025</u>
Full-Time Salaries	\$ 80,595
Employee Benefits @ 50%	\$ 40,297
Total Full-Time Salaries and Employee Benefits	\$ 120,892
Part-Time Salaries	\$ 0
Employee Benefits @ %	\$ 0
Total Part-Time Salaries and Employee Benefits	\$ 0
Total Salaries and Employee Benefits	\$ 120,892
Operating Expenses	\$ 2,268
Technology Services Expenses	\$ 9,180
Indirect Cost @ 10% of Salaries	\$ 8,059
TOTAL PROGRAM BUDGET	\$ 140,399



County of Los Angeles

Notice of Federal Subaward Information

Recipient Information (i)

1. **Recipient Name**
City of Long Beach PH-004979

2. **Vendor Customer Code (VCC)**
061865

3. **Employer Identification Number (EIN)**
95-6000733

4. **Recipient's Unique Entity Identifier (ii)**
Data Universal Numbering System (DUNS)
(www.SAM.gov)
P43FW2K6F7Z9

5. **Award Project Title**
The California Senate Bill 154(SB154)

6. **Project Director or Principal Investigator**
Name: Anthony Ly
Title: Health Access Program Coordinator
Address: 2525 Grand Avenue
Long Beach, CA 90815
E-mail: anthony.ly@longbeach.gov

7. **Authorized Official**
Name: Kelly Colopy
Title: Director
Address: 2525 Grand Avenue
Long Beach, CA 90815
E-mail: kelly.colopy@longbeach.gov

County Department Information (xi)

8. **County Department Contact Information**
Name: Veronica Carter
Title: Senior Contract Compliance Officer
Address: 600 South Commonwealth Suite 805
Los Angeles, CA 90005
E-mail: vcarter@ph.lacounty.gov

9. **Program Official Contact Information**
Name: Steve Baldwin
Title: Director Community Health Outreach
Address: 600 South Commonwealth Suite 805
Los Angeles, CA 90005
E-mail: stbaldwin@ph.lacounty.gov

Federal Award Information (www.usaspending.gov)

10. **Federal Award Number (1)**
2205CA5ADM-10-22

11. **Federal Award Date (iv)**
10/01/22

12. **Unique Federal Award Identification Number (FAIN) (iii)**
2205CA5ADM

13. **Name of Federal Awarding Agency (xi)**
Department of Health and Human Services

14. **Federal Award Project Title (x)**
XIX-ADM22

15. **Assistance Listing Number (xii)**
93.778

16. **Assistance Listing Program Title (xii)**
County Administration

17. **Is this Award R&D? (xiii)**
No

Summary Federal Subaward Financial Information

18. Budget Period Start Date (vi): 10/01/22	End Date: 06/30/23
19. Total Amount of Federal Funds Obligated by this Action (vii)	\$ 55,156.50
20a. Direct Cost Amount	\$ 55,156.50
20b. Indirect Cost Amount (xiv)	\$ 0
20. Authorized Carryover	\$ 0
21. Offset	\$ 0
22. Total Amount of Federal Funds Obligated this Budget Period (viii)	\$ 55,156.50
23. Total Approved Cost Sharing or Matching, where applicable	\$ 0
24. Total Federal and Non-Federal Approved this Budget Period (ix)	\$ 55,156.50
25. Projected Performance Period Start Date (v): 10/01/22	End Date: 06/30/23
26. Total Amount of the Federal Award including Approved Cost Sharing or Matching this Project Period	\$ 55,156.50

27. **Authorized Treatment of Program Income**

28. **County Program Officer Signature**

Name:
Title:

[Handwritten Signature]
Signature/Date
7/25/23

29. **Remarks**



Recipient Information (i)

1. **Recipient Name**
City of Long Beach PH-004979

2. **Vendor Customer Code (VCC)**
061865

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95-6000733

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E-mail: kelly.colopy@longbeach.gov

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Name: Veronica Carter
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Address: 600 South Commonwealth Suite 805
Los Angeles, CA 90005
E-mail: vcarter@ph.lacounty.gov

9. **Program Official Contact Information**
Name: Steve Baldwin
Title: Director Community Health Outreach Ini
Address: 600 South Commonwealth Suite 805
Los Angeles, CA 90005
E-mail: stbaldwin@ph.lacounty.gov

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2205CA5ADM-10-22

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County Administration

17. **Is this Award R&D? (xiii)**
No

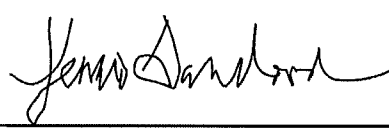
Summary Federal Subaward Financial Information

18. Budget Period Start Date (vi): 07/01/23	End Date: 06/30/24
19. Total Amount of Federal Funds Obligated by this Action (vii)	\$ 73,542.50
20a. Direct Cost Amount	\$ 73,542.50
20b. Indirect Cost Amount (xiv)	\$ 0
20. Authorized Carryover	\$ 0
21. Offset	\$ 0
22. Total Amount of Federal Funds Obligated this Budget Period (viii)	\$ 73,542.50
23. Total Approved Cost Sharing or Matching, where applicable	\$ 0
24. Total Federal and Non-Federal Approved this Budget Period (ix)	\$ 73,542.50
25. Projected Performance Period Start Date (v): 07/01/23	End Date: 06/30/24
26. Total Amount of the Federal Award including Approved Cost Sharing or Matching this Project Period	\$ 73,542.50

27. **Authorized Treatment of Program Income**

28. **County Program Officer Signature**

Name: _____
Title: _____


Signature/Date _____

29. **Remarks**



Recipient Information (i)

- 1. **Recipient Name**
City of Long Beach PH-004979
- 2. **Vendor Customer Code (VCC)**
061865
- 3. **Employer Identification Number (EIN)**
95-6000733
- 4. **Recipient's Unique Entity Identifier (ii)**
Data Universal Numbering System (DUNS)
(www.SAM.gov)
P43FW2K6F7Z9
- 5. **Award Project Title**
The California Senate Bill 154(SB154)
- 6. **Project Director or Principal Investigator**
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E-mail: anthony.ly@longbeach.gov
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Los Angeles, CA 90005
E-mail: stbaldwin@ph.lacounty.gov

Federal Award Information (www.usaspending.gov)

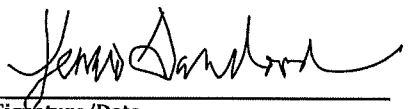
- 10. **Federal Award Number (1)**
2205CA5ADM-10-22
- 11. **Federal Award Date (iv)**
10/01/22
- 12. **Unique Federal Award Identification Number (FAIN) (iii)**
2205CA5ADM
- 13. **Name of Federal Awarding Agency (xi)**
Department of Health and Human Services
- 14. **Federal Award Project Title (x)**
XIX-ADM22
- 15. **Assistance Listing Number (xii)**
93.778
- 16. **Assistance Listing Program Title (xii)**
County Administration
- 17. **Is this Award R&D? (xiii)**
No

Summary Federal Subaward Financial Information

18. Budget Period Start Date (vi): 07/01/24	End Date: 06/30/25
19. Total Amount of Federal Funds Obligated by this Action (vii)	\$ 70,199.50
20a. Direct Cost Amount	\$ 70,199.50
20b. Indirect Cost Amount (xiv)	\$ 0
20. Authorized Carryover	\$ 0
21. Offset	\$ 0
22. Total Amount of Federal Funds Obligated this Budget Period (viii)	\$ 70,199.50
23. Total Approved Cost Sharing or Matching, where applicable	\$ 0
24. Total Federal and Non-Federal Approved this Budget Period (ix)	\$ 70,199.50
25. Projected Performance Period Start Date (v): 07/01/24	End Date: 06/30/25
26. Total Amount of the Federal Award including Approved Cost Sharing or Matching this Project Period	\$ 70,199.50

- 27. **Authorized Treatment of Program Income**
- 28. **County Program Officer Signature**

Name:
Title:



Signature/Date

29. Remarks